



Provider Communication

Subject: Web Portal Stability	Priority: High
Date: August 4, 2003	Message ID: ACSBNR-08082003-1

Dear Provider:

ACS is aware of problems that you are experiencing with the Georgia Health Partnership Web Portal related to downtime and instability. These difficulties may have prevented you from completing web-based transactions and you may have received an "Our apologies" page instead. Corrective actions were taken to address these situations and the web portal has begun to stabilize again.

Please accept our apology for any inconvenience that this may have caused to your business operations. Whenever we become aware that the web portal is not working correctly, we immediately mobilize members of the ACS Web Team which includes high-level IBM personnel and also external hardware and software vendors.

To keep you informed of the status of the web portal, ACS will place informational alerts on the home page during non-working hours. However, if there is a need to get information to you immediately, we may have to place the alerts on the web site during working hours. The web site will still be available during this time, and you can still perform transactions, but some graphics and links may not load correctly.

If you continue to have web problems, please refresh your web page or log out and log back into the web portal.

We appreciate your patience as we continue to bring you web portal service and functionality enhancements.